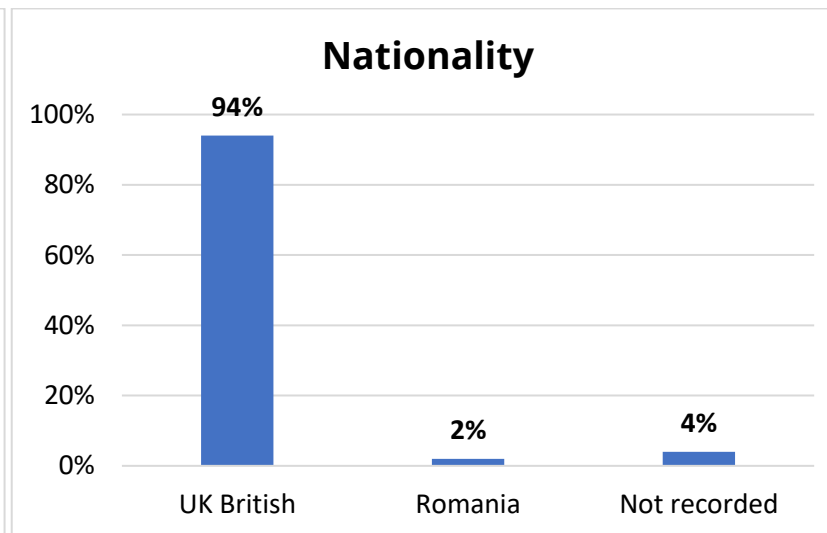
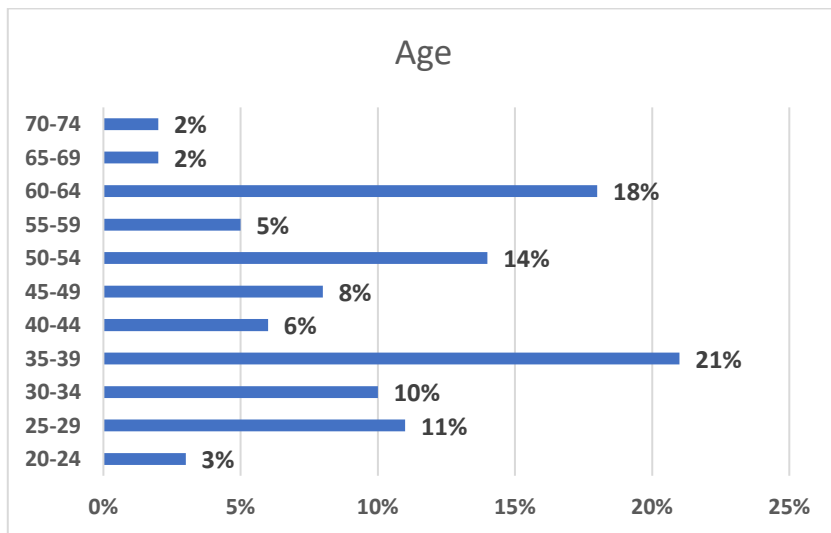
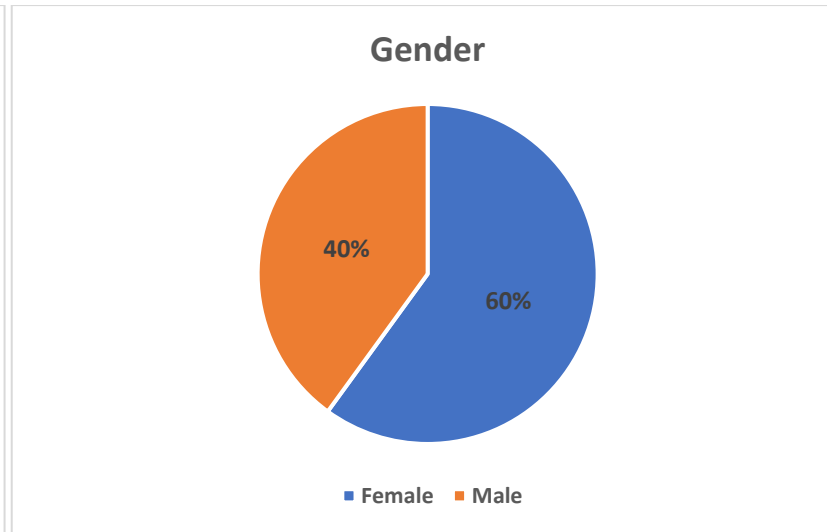
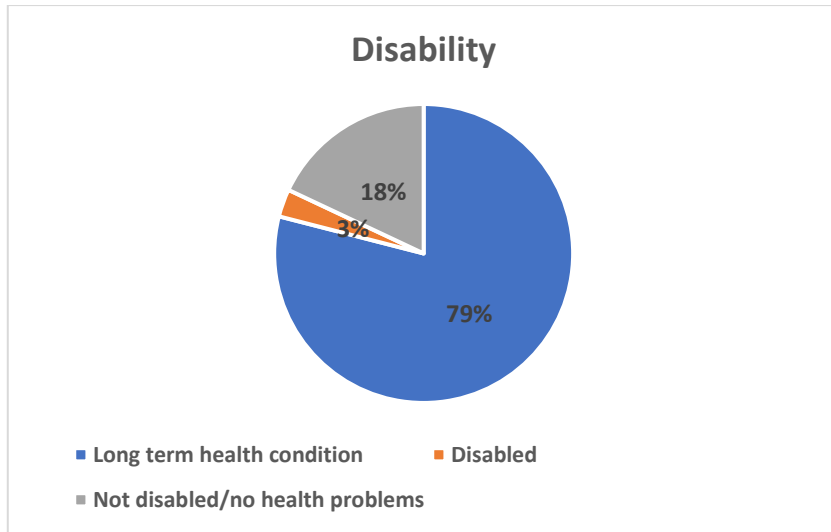
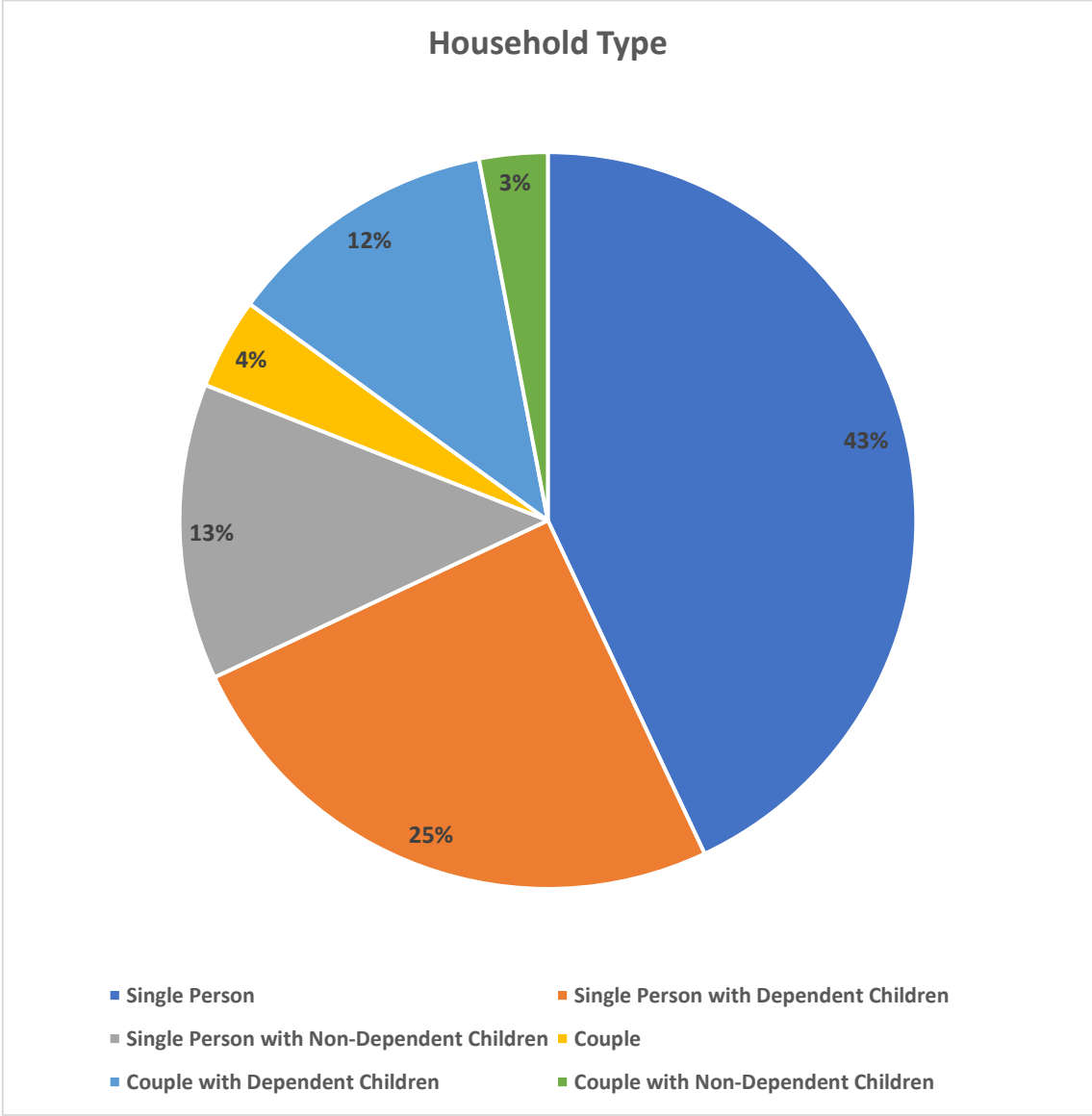


Tamworth Tenancy Sustainment Project Report – Q4 2024

Total number of clients in the quarter = 62

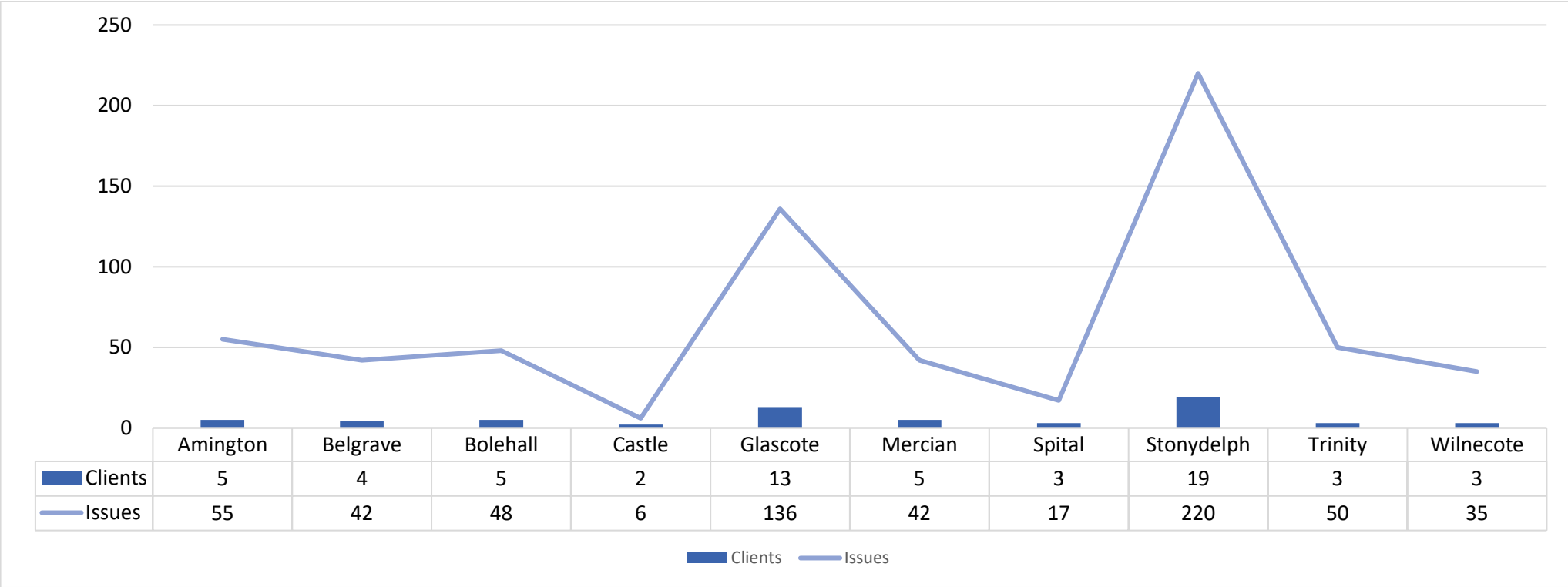
Tamworth Tenancy Sustainment Project - Breakdown of client demographics (Q4 2024)



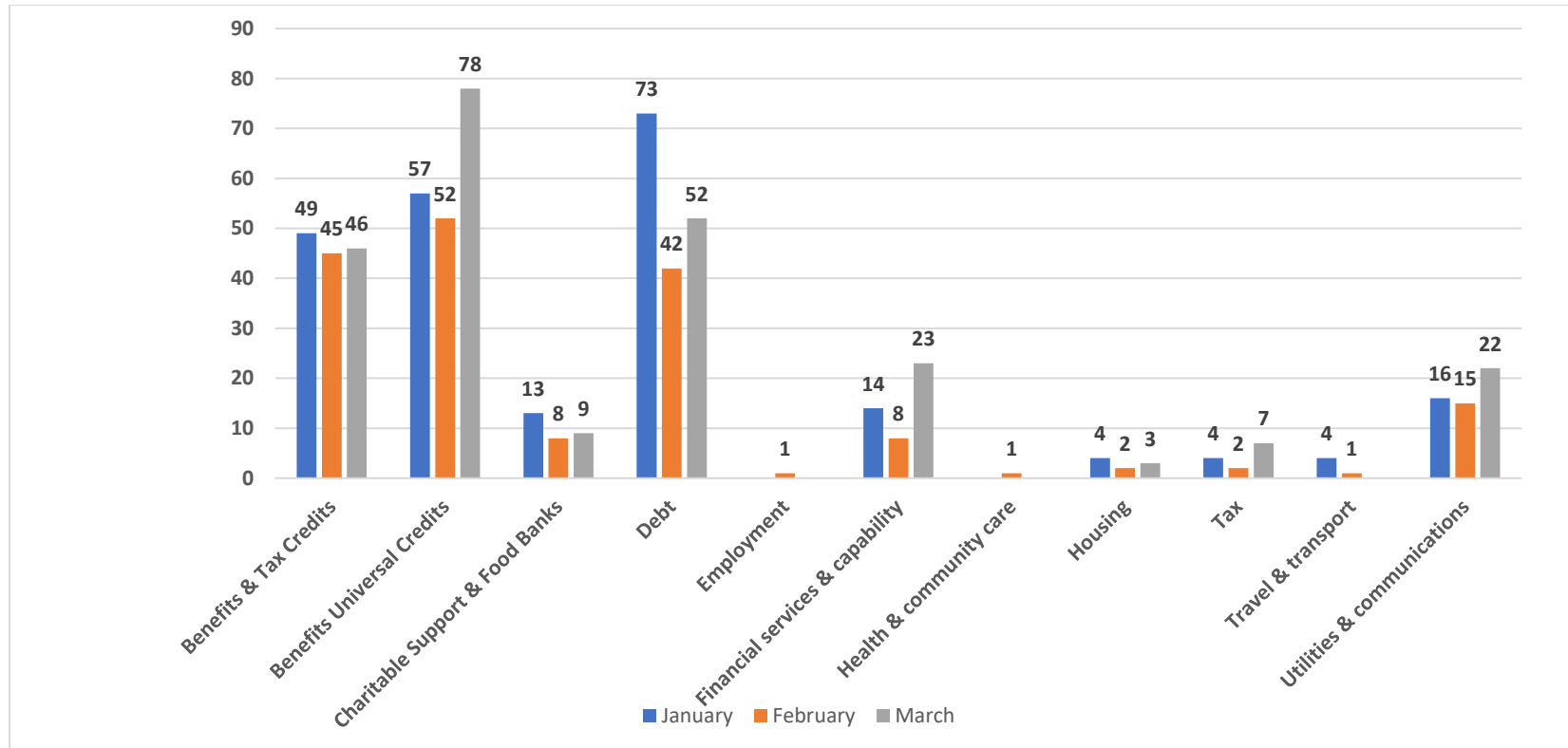


Tamworth Tenancy Sustainment Project - Breakdown of clients and issues by Ward (Q4 2024)

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Tamworth Tenancy Sustainment Project - Breakdown of reported issues (Q4 2024)

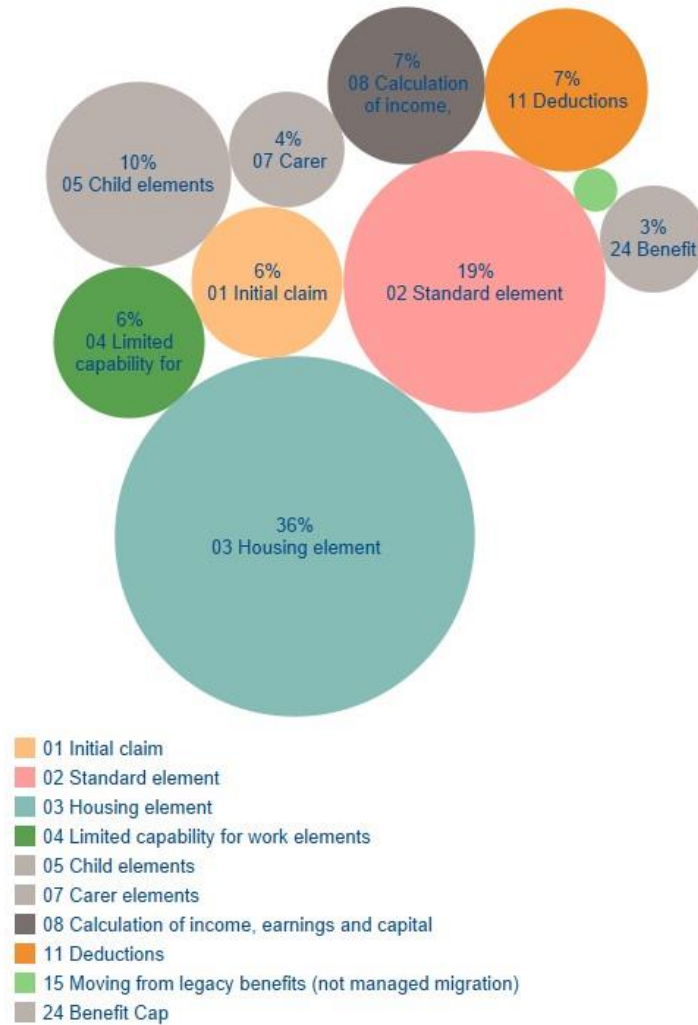


Tamworth Tenancy Sustainment Project Report – Referrals Q4 2024

Referrals				
	Q1 2023	Q2 2023	Q3 2023	Q4 2024
Referrals	24	48	41	39
Appointments Made	20	40	29	34
DNA Appointment	6	6	9	5
No Contact made yet	0	0	0	0
Failed to Engage	3	6	5	2

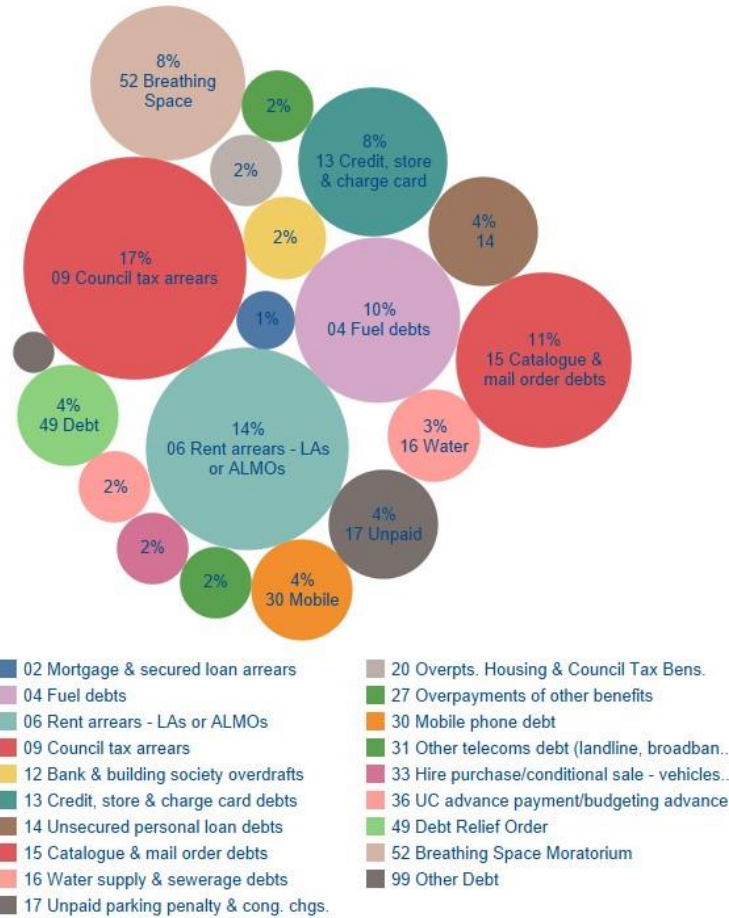
Tamworth Tenancy Sustainment Project - breakdown of Benefits Universal Credit top issues (Q4 2024)

Benefits Universal Credit issues accounted for the majority of reported issues across the quarter (29% /187 issues). The percentage split of the issues surrounding Benefits Universal Credit are reported as follows:



Tamworth Tenancy Sustainment Project - breakdown of Debt top issues (Q4 2024)

Debt issues accounted for the second highest reported issues across the quarter (26%/167 issues). The percentage split of the issues surrounding Debt are reported as follows:



Tamworth Tenancy Sustainment Project – Number of Contacts by Channel (Q4 2024)

	Email	Telephone	In person	Letter	Grand Total
January 2024	81	48	18	6	153
February 2024	83	64	13	7	167
March 2024	78	58	5	4	145
Grand Total	242	170	36	17	465

Tamworth Tenancy Sustainment Project – Client Outcomes (Q4 2024)

Income gain					
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
Bankruptcy	4	1	£63,444	£15,861	£63,444
Benefit / tax credit gain - a new award or increase	32	18	£65,493	£2,047	£3,639
Benefit / tax credit gain - award or increase following revision or appeal	1	1	£2,075	£2,075	£2,075
Benefit / tax credit gain - Money put back into payment	2	1	£1,106	£553	£1,106
Benefit / tax credit maintained	16	16	£0	£0	£0
Charitable payment	6	6	£470	£78	£78
Client familiarised with how UC works and what it means for them	14	14	£0	£0	£0
Complaint successful	1	1	£100	£100	£100
Court or committal proceedings avoided/suspended/varied	1	1	£0	£0	£0
Debt write off - other	5	5	£4,711	£942	£942
Debts repaid	2	2	£966	£483	£483
DRO - debt relief order	24	3	£20,709	£863	£6,903
Financial gain (please specify)	5	4	£2,933	£587	£733
Food provision / referral	19	13	£1,360	£72	£105
Fuel Voucher	5	5	£361	£72	£72
Goods or services provided	2	2	£710	£355	£355
Homelessness prevented - remained in home	1	1	£369	£369	£369
Homelessness prevented - remained in home	4	3	£0	£0	£0
Housing - Tenancy sustained following advice	1	1	£0	£0	£0
Hygiene - Bank	6	6	£140	£23	£23
Improved health / capacity to manage	21	21	£135	£1	£6
Not liable for debt	1	1	£718	£718	£718
Other (non-financial)	5	4	£0	£0	£0
Other savings achieved	3	3	£1,350	£450	£450

Referred for energy efficiency advice	1	1	£0	£0	£0
UC: Alternative Payment Arrangement agreed	1	1	£0	£0	£0
Grand Total	183	135	£167,150		

Quarterly Comparison	Q1	Q2	Q3	Q4	Grand Total
No. of outcomes	164	187	156	181	688
Client count	83	119	127	135	464
Amount	£80,619	£72,432	£77,870	£167,150	£398,071